



POLICY DEVELOPMENT GUIDELINES FOR INTERESTED AND CERTIFIED PROVIDERS

An example of policy development is as follows:

pg. 45

Chapter 12: Training/Employee Development

Rule 12.1 General Orientation

All new employees, volunteers and interns of ABC Agency will attend a General Orientation program developed by our agency or receive the orientation information via a DMH approved on-line training program. General Orientation will be provided and completed within thirty (30) days of hire/placement, except for direct service providers and direct service interns/volunteers.

All direct service personnel will complete all required orientation prior to contact with people receiving services and/or service delivery. Volunteers that have not attended orientation will never be alone with people receiving services unless supervised by agency provider personnel.

At a minimum, ABC General Orientation will address the following areas:

1. Overview of the agency provider's mission and an overview of the agency provider's policies and procedures
2. DMH Operational Standards (as applicable to services provided)
3. DMH Record Guide and Record Keeping (as applicable to services provided)
4. Basic First Aid
5. Cardiopulmonary Resuscitation Certification (CPR) must be a live, face-to-face training which is conducted by a certified CPR instructor; must be certified by the American Red Cross, American Heart Association or by other agency providers approved by DMH. All employees who have contact with people receiving services must be initially certified and maintain certification as required by the certifying entity.
6. Assistance with medication usage by non-licensed personnel (if applicable).
7. Infection Control (a) Universal Precautions (b) Hand-washing

8. Workplace Safety (a) Fire and disaster training (b) Emergency/disaster response (c) Incident reporting (d) Reporting of suspected abuse, neglect or exploitation (including signed acknowledgement of reporting responsibilities)
9. Rights of People Receiving Services
10. Confidentiality
11. Family/Cultural Issues and Respecting Cultural Differences
12. Basic standards of ethical and professional conduct (a) Drug Free Workplace (b) Sexual Harassment (c) Acceptable professional organization/credentialing standards and guidelines as appropriate to discipline (e.g., Principles of Ethical and Professional Conduct, ACA Code of Ethics, Social Work Code of Ethics, APA Code of Ethics, or NADSP Code of Ethics) 66
13. Principles and procedures for behavior support.
14. In addition to the requirements of Rules 12.1.A and 12.1.B, all direct service personnel and therapeutic foster care/resource parents will be certified in CPR prior to contact with people receiving services and/or service delivery. CPR certification will be a live, face-to-face training which is conducted by a certified CPR instructor and must be certified by the American Red Cross, American Heart Association or by other agency providers approved by DMH. Employees must be initially certified and maintain certification as required by the certifying entity.

In addition to the requirements of Rules 12.1.A and 12.1.B, Opioid Treatment Programs must include the following in general orientation:

1. Overdose management and other emergency procedures;
2. Clinical and pharmacotherapy issues;
3. Special populations to include women and seniors;
4. Poly-drug addiction; and,
5. Human Immunodeficiency Virus (HIV)/AIDS, Tuberculosis (TB), and other infectious diseases.

Documentation of employee General Orientation must be kept in the employee's personnel file. An example of documentation is as follows:

EMPLOYEE NAME:	HIRE DATE:	DATE OF TRAINING
Micobell Attverizon	October 1, 2021	October 5- 29, 2021
POSITION	F/T OR VOLUNTEER	
Therapist	Full-time	

Topic covered	Date of Training	Employee Signature
Overview of Agency P&P and Mission	10/5/2021	
DMH Operational Standards	10/5/2021	
DMH Record Guide	10/5/2021	
Basic First Aid	10/5/2021	
CPR	10/5/2021	

Assistance w/medication assistance	10/5/2021	
Infection Control	10/7/2021	
a. Universal Precautions	10/7/2021	
b. Handwashing	10/7/2021	
Workplace Safety	10/8/2021	
(a) Fire and disaster training	10/8/2021	
(b) Emergency/disaster response	10/8/2021	
(c) Incident reporting	10/8/2021	
reporting (d) Reporting of suspected abuse, neglect or exploitation (including signed acknowledgement of reporting responsibilities)	Employee signed required Acknowledgement of reporting responsibility form (see DMH Record Guide for this form. Form included in personnel record.	
Rights of People Receiving Services	10/12/2021	
Confidentiality	10/12/2021	
Family Cultural Issues and Respecting Cultural Differences	10/12/2021	
Basic standards of ethical and professional conduct	10/12/2021	
a. Drug Free Workplace	10/15/2021	
b.) Sexual Harassment	10/15/2021	
c. Acceptable professional organization/credentialing standards and guidelines as appropriate to discipline (e.g., Principles of Ethical and Professional Conduct, ACA Code of Ethics, Social Work Code of Ethics, APA Code of Ethics, or NADSP Code of Ethics)	10/15/2021	
Principles and Procedures for Behavior Support	10/22/2021	
Overdose management and other emergency procedures		
Clinical and pharmacotherapy issues		
Special populations to include women and seniors		
Poly-drug addiction		
. Human Immunodeficiency Virus (HIV)/AIDS, Tuberculosis		

(TB), and other infectious diseases.		

Agencies may include internal processes and procedures within the policies and procedures submitted to the DMH but must include all required DMH Operational Standards.

*****IMPORTANT NOTE:** Policies and Procedures is not the Agency Handbook.

Please note that under each component under a DMH Operational Standard/Rule must be addressed. For example:

Rule 9.1 **Quality Assurance** includes 9.A.1 through 9.A.4 Your agency must address each standard: 9.A.1; 9.A.2; 9.A.3 and 9.A.4 (if applicable)

*****IMPORTANT NOTE:** If a Standard/Rule is not applicable to your agency/program of service, please indicate Not Applicable (N/A) for that standard.